



# HUMAN RESOURCES NOTICE

## U.S. Embassy, Buenos Aires

Vacancy Announcement No 39/12  
November 13, 2012

<b>OPEN TO:</b>	<b>All Interested Candidates</b>
<b>POSITION:</b>	IRM Helpdesk Liaison – FSN 6/FP 8
<b>OPENING DATE:</b>	November 13, 2012
<b>CLOSING DATE:</b>	November 27, 2012
<b>WORK HOURS:</b>	Full time; 40 hours/week.
<b>SALARY:</b>	Ordinarily resident: FSN-6 on the local compensation scale Not-ordinarily resident: FP-8

NOTE: ALL NOT-ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Embassy in Buenos Aires is seeking an IRM Helpdesk Liaison to work in the Information Management Office.

### BASIC FUNCTION OF THE POSITION

The IRM Helpdesk Liaison has two primary areas of responsibility:

1. Provides one-stop service for all IRM-related forms and assistance for staff arriving or departing post to establish various IT-related services.
2. Installation of computer equipment, software, infrastructure, maintenance and troubleshooting of defective hardware.

Additional responsibilities include IRM SharePoint site maintenance, alternate switchboard operator, IRM section time keeper, and maintaining the embassy telephone directory.

### QUALIFICATIONS REQUIRED

NOTE: All applicants are instructed to address each selection criterion detailed below with specific and comprehensive information supporting each criterion. *The job knowledge and skills / abilities detailed below are required for the full performance of the job.*

- Education: Vocational or two year college studies in Information Technology field.
- Prior Work Experience: Two years as LAN computer operator or technical helpdesk in a medium or larger IT environment.
- Level IV (fluent) Spanish and Level III (Good Working Knowledge) English are required (this will be tested)
- Job Knowledge: Experience and technical knowledge of different operating techniques for a variety of computer application systems; working knowledge of various types of servers, computers, switches and peripheral equipment. Knowledge of the Embassy (its sections and personnel) and how it operates, its policies and procedures; knowledge of IRM regulations related to the maintenance of SharePoint sites; familiarization with check-in and departure procedures for the Embassy; knowledge of the host country, such as public and private IT services and institutions.
- Skills and Abilities: Customer service attributes to deal with a wide variety of embassy personnel. Incumbent must have the ability to work with computer network systems and carefully document the design. Close coordination with the IRM office as a critical member of the team. Effective problem solving skills.



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### SELECTION CRITERIA

When equally qualified, U.S. Citizen Appointment Eligible Family Members (AEFMs) and U.S. Veterans will be given preference. Therefore, it is essential that the candidate address the required qualifications above in the application.

### ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy. It is contrary to Mission policy to employ more than one local employee ("Foreign Service National" or "FSN") family member, or to employ a close relative of an FSN already employed.
2. Current employees serving a probationary period are not eligible to apply.
3. Currently employed U.S. Citizen Eligible Family Members who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their appointment.
4. Currently employed Not Ordinarily Residents (NORs) hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Not Ordinarily Resident employees who are hired with a When Actually Employed (WAE) work schedule are eligible to apply for advertised positions within the first 90 calendar days of their employment.

### TO APPLY

Interested applicants for this position must submit the following, or the application will not be considered:

1. Universal Application for Employment as a Locally Employed Staff or Family Member (DS – 174); or
2. A current resume or curriculum vitae indicating education, experience, language level and knowledge according to requirements.
3. Candidates who claim U.S. Veterans preference must provide a copy of their DD-214 with their application.
4. Any other documentation (e.g., essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position listed above.

### SUBMIT APPLICATION TO

Human Resources Office  
Av. Colombia 4300; or  
or email  
[buenosaires-rrhh@state.gov](mailto:buenosaires-rrhh@state.gov)

**CLOSING DATE FOR THIS POSITION: 11/27/2012**

*The US Mission in Buenos Aires is an Equal Opportunity Employer. Candidates will receive consideration without regard to race, color, religion, sex, national origin, disability, age, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs*

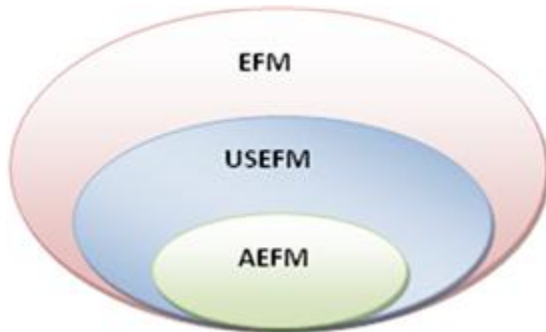
*The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.*



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### Appendix A DEFINITIONS



This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a U.S.- citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

1. **Eligible Family Member (EFM):** An individual related to a U.S. Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#));
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

2. **U.S. Citizen Eligible Family Member (USEFM):** For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- U.S. Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
  1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
  2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.



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3. **Appointment Eligible Family Member (AEFM):** EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- **Is** listed on the travel orders or approved Form OF-126, Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed **service** member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (**AIT**), and who is under chief of mission authority; and
- **Is** residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

4. **Member of Household (MOH):** An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a U.S. Citizen.

4. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a U.S. Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

5. **Ordinarily Resident (OR)** – A Foreign National or U.S. citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,



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- Is subject to host country employment and tax laws.

EFMs without U.S. Social Security Numbers are also OR. All OR employees, including U.S. citizens, are compensated in accordance with the Local Compensation Plan (LCP).

### Appendix B

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.

**Failure to do so will result in an incomplete application.**

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (if known)
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Current Address, Day, Evening, and Cell phone numbers
- G. U.S. Citizenship Status (*Yes or No*) & status of permanent U.S. Resident (*Yes or No*; if yes, provide number)
- H. U.S. Social Security Number and/or Identification Number
- I. Eligibility to work in the country (*Yes or No*)
- J. Special Accommodations the Mission needs to provide (*Yes or No*; if yes, provide explanation)
- K. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type
- L. Days available to work
- M. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- N. U.S. Eligible Family Member and Veterans Hiring Preference
- O. Education
- P. License, Skills, Training, Membership, & Recognition
- Q. Language Skills
- R. Work Experience
- S. References